

Ongoing Support

Welcome to the Intersystems global customer base, it's our pleasure to assist you with support should you have any difficulties or require additional help from us. To ensure you understand the support system and process we have put together this summary to outline what's covered, how to get help and what response/fix objectives you have.

For our support team to be able to assist you when needed, it's mandatory that a high-speed (broadband) reliable, VPN connection is available for your assigned Support Centre to use at all times.

Support coverage levels

S1	Warranty	Support (S1)
Online support	✓	✓
Email support	✓	✓
24/7 remote telephone support	✗	✓
Prioritised response/resolution ¹	✗	✓
Preventative maintenance	✗	✗
Patches	✓	✓
Minor release upgrades	✗	Discounted License
Major release upgrades	✗	Discounted License
Upgrade assistance	✗	✗
Automated monthly reporting	✗	✓
Quarterly review	✗	✗
Annual review	✗	✓ - remote
Agreed KPIs with penalties	✗	✗
Onsite Support Engineer	✗	✗

¹ Upgrade assistance covers time required to upgrade standard system features. Site specific requirements may incur an additional cost. On-site upgrade assistance is included if an on-site Support Engineer is optioned in the Support Agreement. If no on-site Support Engineer is included, a discounted services rate + travel costs will apply.

Support Channels

All support services will be provided via your assigned Support Centre via one of three methods depending on the nature of your request and its urgency. They are;

Via our Online Ticketing System (*monitored during business hours*)

This method of support is suitable for non-urgent category 2 and 3 matters or general requests. You can access the site at www.support.inter-systems.com using the user credentials your were given. Here you can raise a new support ticket or review/comment on existing tickets.

By Email (*monitored during business hours*)

This method of support is suitable for non-urgent category 2 and 3 matters or general requests. Send you email to support@inter-systems.com which will automatically generate a support ticket in our online ticketing system and return an email to you with its tracking number.

By Telephone (*monitored 24/7*)

This is the method that **must** be used for urgent category 1 matters. You will be connected with a customer service agent to assist you in lodging a support request and starting the support call escalation process as outlined in table below. Your **Support Centre number is 1300 862 157**.

Support Process

Once a ticket has been raised, a Support Engineer will assess the issue and assign a priority category (1-3) to the ticket. Category overviews as well as response and resolution times are indicated in the table below.

Standard support priority levels and response/resolution times per support level.

S1	Response Time	Resolution Time
Category 1 Faults which have a major impact on the operations of the airport such as failure of all servers for any reason, failure of more than 50% of displays or an entire functional group of displays, inability to access or update data from all workstations or the display of incorrect information for multiple flights.	2 hr	4 hrs
Category 2 Faults which have a moderate impact on the operations of the airport such as failure of an external interface, failure of a large format display, failure of an entire system module, failure resulting in multiple displays or devices not functioning or the display of incorrect or misleading information for a single flight.	8 hrs	24 hrs
Category 3 Faults which have a minimal impact on the operations of the airport such as failure of a single display or device, minor software fault, loss of a single server and normal operations continue, or failure of a workstation.	48 hrs	5 days

*ENBD - end of next business day.

Support Hours

Intersystems Support Centres are available 24/7 for remote support assistance. As noted above, different support channels are monitored during different hours. Details of Support Centre hours are included in the table below.

We understand very well that your airport business operates 24/7 and we make sure our support team does too. An Intersystems Support Engineer is always available to help via your assigned, dedicated support number. If you believe your request is urgent, please contact your Support Centre via telephone on your dedicated support number.

Non-urgent issues and requests should be lodged via our online ticketing system or via email. These issues will be responded to during business hours.

Support Centre(s) support hours

24/7	N/A
Business Hours	Monday - Friday 9am - 5pm Excluding Brisbane public holidays
After Hours	Monday - Thursday 5pm - 9am
Weekends	Friday 5pm - Monday 9am

Software Patches

Software patches are released on an as needed basis to patch bugs identified within the software. If your installed system is effected, a notice will be issued to you via email advising you of the details of the patch. Your Services Manager will address any questions you have and schedule the works to be completed at the earliest possibility. The works will be carried out remotely from your designated Support Centre during business hours.

Customer Focused Reporting and Reviews

Your monthly support report is a summary of support requests from the month including a category summary of new, existing and resolved tickets. Your Services Manager and Account Executive will also receive a copy of the report and any immediate issues identified will be brought to your attention as required.

The annual review will be conducted by your Services Manager and/or Account Executive. All reviews have an agenda and are minuted with a summary provided to you for future reference. Any action items noted will be included in the meeting minutes and tracked until resolved.